**In April 2021 we had a total of 115 responses; 113 said that they were ‘EXTREMELY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

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| * Appointment on time, receptionist helpful and friendly same goes for the nurse Above all I felt safe |
| * Appointment was on time. Staff were reassuring, efficient and cheerful. |
| * Because my appointment was with Dr Sugrue whom I have much respect and trust in |
| * Courtesy, politeness and civility. But then you receive as you give. Carer's are to be respected. |
| * Dealt with quickly in a professional and friendly manner. |
| * Dr Killeen was very helpful |
| * Easy process to check in, clear guidelines and great staff as well as superb medical attention |
| * Efficient friendly staff |
| * Efficient, pleasant and friendly |
| * Efficient. Excellently organised and prompt to time. |
| * Enthusiastic staff and they gave me a mask! ? X |
| * Everyone is very caring, and so kind and understanding. |
| * Everything professional and efficient and safe |
| * Everything was really good. Well organised. |
| * Everything went very smoothly. efficient as always |
| * Excellent |
| * Excellent service. Kept to time given. Very efficient. Pleasant to deal with. |
| * Friendly and efficient staff |
| * Friendly cheerful staff, appointment running on time, plus the surgery had doors and windows open so light and airy |
| * Great service |
| * I chose 1 because everyone at the Surgery was friendly and professional, I was made to feel at ease and was in and out in only a few minutes |
| * I Scored You 1 For Your Usual Very Exceptional Service... Everybody At Marazion Surgery Are Always Very Caring & Sympathetic Towards My Needs... All Are Totally Professional In Their Roles... Many Thanks, |
| * I thought it was very well organised and the staff are always very friendly helpful and efficient. |
| * I was straight in, straight through, straight out. Very safe, very efficient, I was so grateful to receive my second vaccination. Thank you all, stay safe. |
| * It was all so easy, early no waiting, Charles and I went in together, the nurse was lovely as always, made it enjoyable, |
| * Marazion surgery is superb the staff are excellent and the nurse I saw was outstanding  Well done all |
| * My visit was without stress & pleasant. I was dealt with QuickTime & efficiently. Thank you very much. |
| * No queue covid safe no delays excellent experience |
| * Practice nurse's and all other associated staff were very professional and courteous. It was a pleasure to be a patient. A credit to the surgery and the NHS. |
| * Re corvid vacc experience! Speedy efficient polite! |
| * Seen immediately by friendly helpful staff. |
| * Sorry got numbers wrong way round it should have been 1, very well run. |
| * Staff very caring and very careful. |
| * the dr was very helpful and he put my mind at ease |
| * The nurse - Shirley Hatton was excellent and really attentive, and asked me to come back to check that it was getting better/healing :) |
| * The service at Marazion surgery was on time and excellent |
| * The service was very efficient and all staff were polite and helpful. |
| * The staff were polite, efficient and pleasant. The appointment was conducted quickly, pleasantly and on time. |
| * The visit was quick & efficient with a friendly reception & the vaccination deftly done; thank you. |
| * Very helpful and caring |
| * Very efficient service provided and kept to time. |
| * Very efficient service, on time, nurse informative and reassuring. |
| * Very friendly and helpful members of staff |
| * Very friendly, professional and efficient. An excellent service. |
| * Very friendly, professional and reassuring. Excellent!! |
| * Very good quick service, pleasant nurse |
| * Very polite and friendly |
| * Very well run, on time appointment for Covid clinic |
| * Was stood for a long time in reception waiting to be able to let them know I had arrived for my appt. The nurses care was good. I had 4 attempts to take blood. Needed a 2nd nurse who again was very good. |
| * We always have a prompt and good service. |
| * We have always been satisfied with your care and attention |
| * Well organised. Polite friendly staff. In and out in 5 mins |
| * Well organized and efficient. |
| * Well organized, polite, caring and efficient. |

Thank you very much for taking the time to complete these slips. We appreciate your support.